

CENTER FOR INDUSTRIAL SERVICES



\$241 million in new and retained sales
\$66 million in new investments
2,205 jobs created or retained

The **University of Tennessee Center for Industrial Services** (CIS) was established in 1963 by the Tennessee General Assembly and charged with "...provision of information, data and materials relating to the needs of industry...". From the outset, CIS was organized along the lines of the long-established and highly successful "extension service model." Since that time, CIS has grown to a staff of over 50 professional employees located in 5 offices across the state of Tennessee. Tennessee business and industry are assisted daily by CIS engineering and professional staff in improving their economic competitiveness on a national and global level.

On a larger scale, CIS is one of several units of the University of Tennessee Institute for Public Service. This institute is the non-agricultural public service arm of the university providing public service work to business and industry in Tennessee. The University of Tennessee, the state land grant college, provides three main services to Tennesseans – education, research and public service. As such, CIS is a part of the UT University statewide system rather than being a part of any single campus.

For more information, contact:



Dan Mitter, Center Director
193C Polk Avenue
Nashville, Tennessee 37210
(615) 587-6325
www.cis.tennessee.edu



* Impacts are based on clients receiving service in FY2009

CLIENT SUCCESS: INTEX ENTERPRISES, LLC

"We have always been able to count on the Tennessee Manufacturing Extension Partnership. Even before we were in operation, they were here to help us with plant layout, environmental support, and quality management systems."

Kay Jerrell, Quality Manager
Intex Enterprises, L.L.C.

Intex Enterprises, LLC, Achieves ISO Certification with Assistance from TMEP

Intex Enterprises, L.L.C. was formed by a group of Knoxville area businessmen in response to the growing requirements for the metal forming industry in the Southeast. Intex services the automotive OEM markets in both coating and metal forming, offering the E-coat process and light sub-assembly services. Intex also offers a full service A2LA certified analytical laboratory for paint process approval and trouble shooting, as well as a complete fluid, water, and paint analysis. The company currently employs 120 people at its facility in Clinton, Texas.

Situation:

Intex was mandated by their customers to be certified to the ISO 9001:2000 Quality Management Standard. Although Intex was maintaining a quality system based on a previously acceptable approach to quality management, the transition to ISO 9001:2000 would require transforming their existing quality system into a more process oriented approach. Intex approached the Tennessee Manufacturing Extension Program (TMEP), a NIST MEP network affiliate, for assistance with attaining ISO certification.

Solution:

TMEP Quality Systems consultants developed a detailed ISO 9001:2000 transition plan and obtained the commitment of Intex's top management in support of the project. A GAP assessment was conducted to identify nonconformities and opportunities for improvement, and a subsequent action plan was established to address the findings. During the three month period following development of the plan, TMEP provided ISO 9001:2000 training for management, staff, and internal auditors, plus developed policies and procedures needed for conformance with the Standard. Following a round of internal audits, corrective actions, and management reviews, Intex was successfully registered to ISO 9001:2000 on their first try, well within their target date.

Results:

- * Invested \$1 million in capital improvements.
- * Invested \$15,320 in workforce development.

Increased sales
by \$5.5 million